



Options, Policies and Procedures

Privacy

Care Options is committed to protecting the confidentiality of your information. The privacy of your information is also protected by law. Care Options will treat your information in the strictest confidence and store it securely. If you have any questions about what happens to your information, please call Care Options on **1300 552 935**.

Contributions

A ten percent contribution is required for all approved applications. This makes it possible to continue providing assistance to other senior residents in the City of Melville. Care Options will send you an invoice for the ten percent contribution towards payment.

Grievance Resolution

We are committed to ensuring:

- ★ All service recipients and their carers are free to lodge grievances, to have those grievances dealt with promptly and fairly by the agency, and to have those grievances resolved in a satisfactory manner if possible.
- ★ You may choose to have an Advocate to assist you in lodging your complaint and they may act on your behalf.



Supporting an Age-Friendly Melville

The Age-Friendly Melville Assistance Fund is related to outcomes from the *Age-Friendly Plan 2017-2021*. To find out more, please call **1300 635 845** | **9364 0666** or visit www.melvillecity.com.au/seniors.

The Age-Friendly Melville Assistance Fund Contacts

To find out more about the Age-Friendly Melville Assistance Fund, please contact the Age-Friendly Melville Assistance Fund Coordinator.

Toll Free: 1300 552 935
Phone: 08 9550 7888
Email: saf@careoptions.org.au
Web: www.careoptions.org.au

National Relay Service
(hearing/speech impaired)
Tel 133 677 (TTY) 1300 555 727 (speech relay)
www.relayservice.com.au

This document is available in alternate formats on request. Please call **1300 635 845** and quote the publication name.



AGE-FRIENDLY MELVILLE

SENIORS ASSISTANCE FUND

Funded and Administered on behalf of the City of Melville by Care Options

The Age-Friendly Melville Assistance Fund was set up for seniors, living in the City of Melville, to help them maintain their independence in their own home.

The Age-Friendly Melville Assistance Fund offers funding to support a choice of short term or one-off support services to seniors living independently in the community or in residential care within the City of Melville.

Examples of Short Term Services

- ★ Domestic Assistance
- ★ Personal care
- ★ Social support including shopping assistance
- ★ Meal preparation
- ★ Transport
- ★ Personal Alarms
- ★ Counselling

Examples of One-Off Assistance

- ★ Occupational therapy including aids and equipment (referral from GP or Allied Health is required)
- ★ Home maintenance including gardening
- ★ Other items to help address safety concerns
- ★ Access modifications to home, for example rails or ramps

Contact the Age-Friendly Melville Assistance Fund Coordinator to discuss service eligibility requirements.

Limited funds available and will be distributed according to a priority needs assessment.

Eligibility Criteria

The following eligibility criteria applies:

- ★ One approved application per person per financial year
- ★ The applicant must be over 60 years of Age
- ★ The applicant must be a City of Melville resident
- ★ Other avenues of funding must be considered prior to the application
- ★ No payments will be made retrospectively to the applicant
- ★ The service must be essential to the wellbeing, rehabilitation and safety of the recipient
- ★ The applicant must show proof of holding a current pension card



City of Melville Suburbs

